SERVING PUBLIC SAFETY WITH AUTOMATED TRANSCRIPTION

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You heard the call go down; one of those high priority calls that make leadership thrilled when everything works perfectly. Then, you pull the recording and cringe. While the proper questions were asked and instructions were properly provided, the dispatcher's tone is one of boredom and annoyance, as if the phone call interrupted a good book. For months, leadership has worked with the dispatcher to use an empathetic and helping tone because, while the skills are amazing, the tone consistently brings in complaints. Now that the recording must be released, wouldn't it help to have the call easily transcribed prior to release? Equature's transcription automatically transcribes all audio captured by its recording system and aligns it with the call to easily listen and follow along throughout the transcription.

Transcription Uses in Public Safety

Reduce Information Gathering Time
Automated 9-1-1, business line, and radio transmission transcription can reduce the amount of time spent on information gathering while writing reports. With the ability to cut and paste portions of the transcribed call directly into the report, agencies will see a significant decrease in time and money spent on report writing.

✓ Release complete, easy to redact transcriptions

✓ Reduce the report writing process and ensure important details are obtained.

✓ Easily identify trends in your Telecommunicator's repeat phrases.

Reduce Time Performing Quality Assurance
Reduce time performing Quality Assurance (QA) with the ability to find any words of interest within a transcript. For example, audio that contains words or phrases such as gun shots, cardiac, or fire is made quickly available with transcription searching.

Release FOIA Requests Quicker
With transcription, agencies will see a faster turnaround time to release phone calls and radio traffic when a Freedom of Information (FOIA) request is received. The document can be quickly obtained, appropriately redacted or segregated, and released in digital format. Many agencies prefer to release transcripts of calls because it reduces the voice inflection and focuses on what was said. During a call for service, the call-taker's voice can create noise (physiological noise that occurs when a barrier to hearing is encountered) and block the intended

questions and/or instructions. The noise can include a disinterested tone, an angry tone, an annoyed tone, and more. Oftentimes, when this occurs, the caller does not hear what the call taker is actually saying and may make later accusations that no help was received. Automated transcription eliminates this issue.

Stop Transcribing Records by Hand

There are many agencies that already release transcriptions of phone calls and radio traffic. To do so, they must capture every spoken word and transfer it to written word by hand. This process is tedious and takes significant personnel time. Artificial intelligence-based transcription automatically transfers the tedious task in real-time, taking place as the words are spoken. In addition, body-worn camera video is transcribed immediately upon upload to the system.

Enhance In-House Training

Oftentimes, a call occurs that would be an excellent training tool for staff members. However, in order to protect the call-taker from embarrassment, the call is not used. With automated transcription, the call can be reviewed, word-by-word, with sections highlighting areas of improvement. The transcription can be used in scenario exercises as well, highlighting a real call with a clear picture of what happened for table top review.

Transcription and Equature

Equature Transcription is a first-of-its-kind transcription and full-text search engine. Equature Transcription provides real-time, automated transcription of audio from 9-1-1 calls, BWC video, radio transmissions, and any other form of media right within the Equature recording system. Once transcribed, all written text is searchable within the system.

Designed specifically for Public Safety activities, Equature combines automatic transcription services, robust reporting features, and advanced user capabilities to create a customizable public safety suite to meet the needs of each agency.

With Equature Transcription your team can see priority calls displayed on a big screen in the center, word-by-word! Leadership can quickly identify when assistance is needed (perhaps a newer dispatcher) or be ready to prepare for additional resources based on the transcription seen, all in real-time.

In addition, Equature will provide advanced redaction and obfuscation capabilities in a future iteration. These techniques will allow for the user to quickly and easily protect sensitive information using A.I.-powered tools.